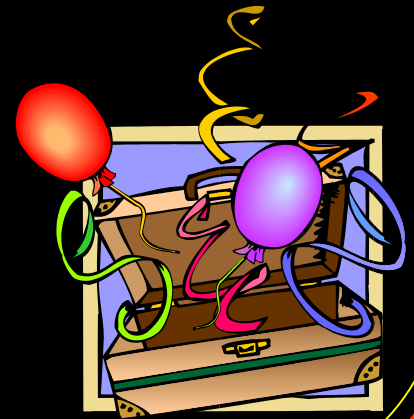# DMB Learning Center OPEN HOUSE

Organizational Services

Organizational Development Division

May 6, 2004

Welcome!

- Welcome to the DMB Learning Center

- Organizational Development Division
  - Learning and Development
  - Safety and Health
  - Internal Communication

- Training is available for all employees, managers and supervisors

Training Website

- DMB Home page
  - Employee Services
    - Training Resources

Learning and Development

- Staff:
  Sandy Ball, Lori Edwards, Trish McKenna-Ley, Bernie Lucas, & Michael Zingsheim

- FREE Courses offered:
  - Self-Management, Learning to Listen, New Employee Orientation, Manager / Supervisor Orientation, and Computer training.

Self-Management

- In this four-hour course, you will learn the importance of taking the lead, even if you are not in charge.

- The more responsibility you take for your development and progress, the more successful you will be — and the more opportunities you will discover.

Self-Management (continued)

You will learn how to:

- recognize what motivates you
- set SMART goals
- use your "points of power" to overcome perceived roadblocks
- identify the four development levels
- use proactive problem solving techniques.
- understand how to effectively open up two-way communication with your supervisor
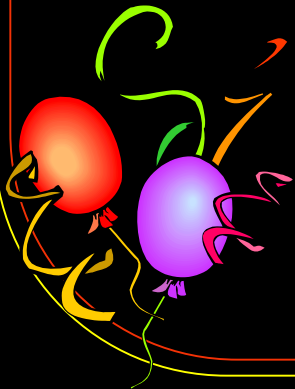
Learning to Listen

- In this course, you will learn that there is much more to listening than simply hearing the words that are said.

- You will learn skills to help you listen empathetically—to gain an understanding of what is spoken from the frame of reference of another rather than from your own.

Learning to Listen (continued)

You will learn:

- to listen with the intent to understand versus the intent to respond

- how to differentiate empathetic listening from other listening approaches

- the benefits of empathetic listening

- the behaviors that hinder empathetic listening and how to overcome them

- the cost of poor listening

New Employee Orientation

- This program provides training to assist new employees with adjustment to their roles in the DMB business culture.

Modules to be offered:

- New Employee Welcome
- General Policy Overview / Performance Management
- Drug and Alcohol Testing / Safety and Health
- Discriminatory Harassment / Workplace Safety
- Understanding Your Retirement Planning

Manager / Supervisor Orientation

- This program provides training and/or resource information regarding key DMB systems and processes.

- Training Modules
  - Performance Management, Safety and Health, Human Resources, Reasonable Suspicion, Labor Relations, and Financial Reporting

Computer Training

FREE courses:

- Microsoft Office
  - Access, Word, Excel, & PowerPoint
- GroupWise 6.5
- Organizing Electronic Files
- CMA Web Content Entry

Computer Training Open Labs

- **Hours**:
  Monday's from 8:00 to 4:00 p.m.
  Friday from 8:00 to 12:00 noon.

- Open Labs allow you to get one-on-one help with a computer related task or to access CD-ROM or Web-based training materials that you would like to use away from your office and interruptions.
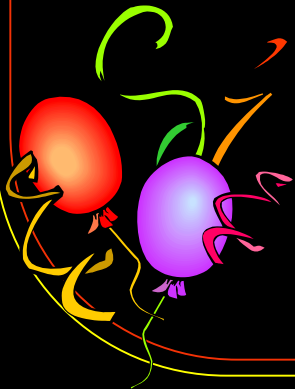
- Reservations are requested.

Computer Workshops

- In order to bring you "just in time" training, one hour workshops will be held on specific topics.

- We will cover the topic, do an exercise and then "troubleshoot" problem documents brought by students.

- Workshops will initially focus on Word topics, with topics on Excel and Access planned for the future.

MS Word Workshop Topics

- Bookmarks and fields
- Bullets and numbering
- Controlling text flow
- Customizing word
- File management

continued…

MS Word Workshop Topics

- Headers and footers
- Understanding styles
- Table of contents and styles
- Shortcut keys and other tips
- Tables
- Add pizzazz w/graphics & objects

Microsoft Office Workshops

- Office on the Web
  - Get help for all "Office" products with Microsoft's MVP website

- Share Data between Applications
  - Copy/Move Data from one document to another
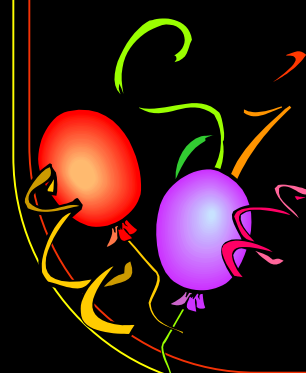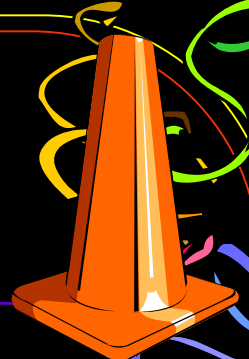 - Embedding and Linking Data

Safety and Health

- Staff:
  - Judy Ferrigan, Joel Hoffman, Dan Morgan
- Customized Safety Training Courses offered:

  Examples:
  - Office Safety, Ergonomics, Forklifts, Electrical, Aerial Lifts

Organizational Development

- We can help find or develop training opportunities specific to your needs.

- Contact Organizational Development at 517-335-5283 or DMB-Training (GroupWise e-mail address) to discuss your needs.

Why We Train

- Investing in our employees means investing in our future.

- "The objective of creating a learning culture is to achieve excellent organizational performance."

  DMB SPEG Report on Competency Based Training